

20th Mar 2020

Dear Travel and Trade Partners,

Sub : **COVID – 19.**

Government of Nepal has decided to restrict arrival of passengers from FRI midnight of 20th Mar 20 till SUN midnight of 12th Apr 20 (Nepal Standard Time apply for both days). Hence Nepal Airlines has temporarily suspended its KTM DXB KTM flight operation from 20th Mar 2020.

During this unforeseen situation Nepal Airlines offer following options to the passenger who has already issued tickets with us (E ticket no starting with 285)

Option 1. (**ONE FREE DATE CHANGE**)

- Applicable for tickets with travel date on or before 31 May 2020.
- Date change / reissue has to be completed before one day of the departure of the flight.
- Difference in fare for revised date of travel to be collected as per system.
- Mention **FIRST DATE CHANGE FREE – CD/18.8/1320/2020** in the endorsement box while reissuing the ticket.

Option 2. (**REFUND without Charges**)

- Applicable for tickets for travel on or after 17 Mar 20 and on or before 12 Apr 2020.
- Agent can process refund (both Fully unutilized & Partially utilized tickets) thru GDS.
- Mention **CD/18.8/1320/2020** in the free text while processing refund.

This supersedes previous circular.

For further clarifications please feel free to contact us with e ticket number / Airline PNR.